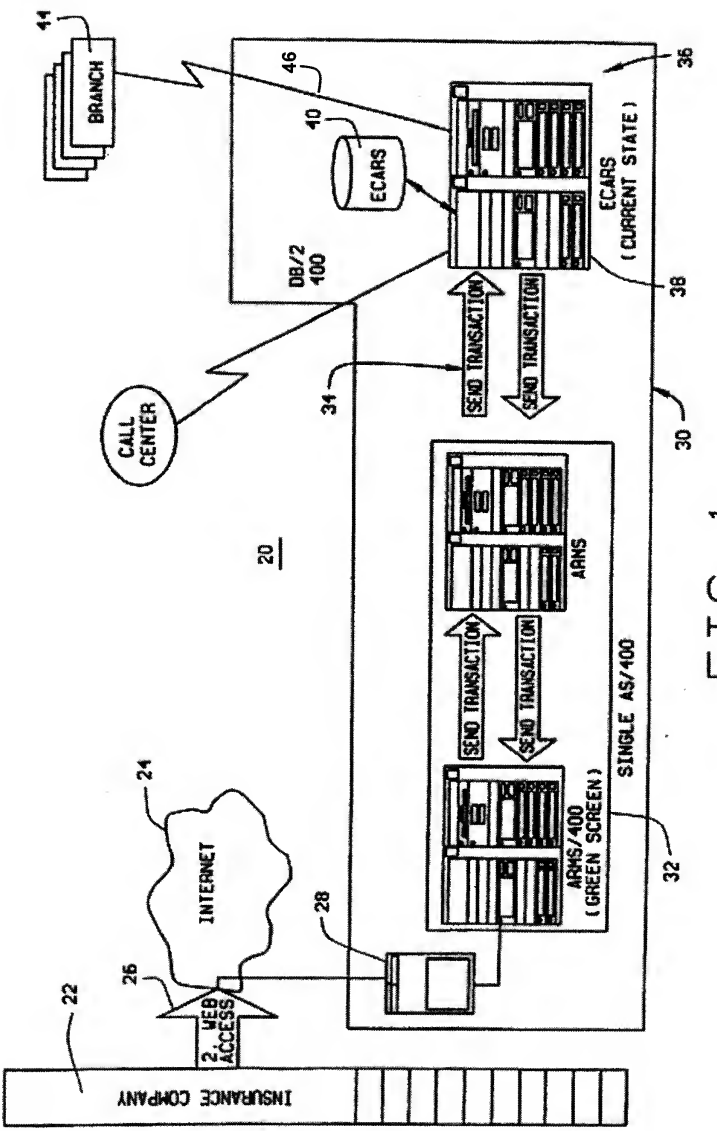
INSURANCE COMPANY
22
2. WEB ACCESS
26
INTERNET
24
28
ARMS/400 (GREEN SCREEN)
SEND TRANSACTION
SEND TRANSACTION
ARMS
SINGLE AS/400
32
20
CALL CENTER
34
SEND TRANSACTION
SEND TRANSACTION
DB/2 400
ECARS
40
46
ECARS (CURRENT STATE)
38
36
30
BRANCH
44

FIG. 1